

Networking Analyst

Role Summary: This is technical and analytical work in providing network system planning, configuration, installation, maintenance, high-level trouble shooting and/or security. Analysts consult with clients to determine future network systems requirements and their costs. Analysts will design additions to the network, determine solutions to complex network problems and issues of network integrity and security. Work may include the design and review of internal and external infrastructure requirements, supporting the provision of voice, data, video, distribution of cabling and/or other technologies. Work may also include analysis of network performance recommendations for improvement(s). Employees may serve in a security specialty area ensuring the agency/university information systems assets are protected from intentional or inadvertent access or destruction.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listening and responding appropriately to messages from others.
Consulting	Providing guidance, advice and counsel to others in a particular area of expertise.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responding to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technical Support	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Project Management	Providing oversight for a formal project that establishes a set of tasks and activities associated with an intended outcome and timeline.
Teamwork	Actively participating as a member of a team to move toward the completion of goals.
Technical Solution Development	Possessing a satisfactory level of technical and professional skill or knowledge in position-related areas and keeping up with current developments and trends in areas of expertise.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Communication	<p>Conveys ideas in a clear manner using terminology that is easily understood by the customer.</p> <p>Communicates in methods appropriate to the situation or audience.</p> <p>Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).</p>	<p>Interprets information and seeks clarification. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Coordinates with staff members on status of current projects, such as moves, installations, upgrades, etc.</i> <p>Seeks input and ensures mutual understanding.</p> <p>Presents information to the client in a manner that ensures communication is clear.</p> <p>Explains programs, policies and procedures using terminology that is easily understood by the customer.</p> <p>Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience.</p>	<p>Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener.</p> <p>Understands the underlying dynamics of situations and adapts communication style</p> <p>Translates advanced technical issues into layman's terms for non-technical users.</p> <p>Uses persuasion and negotiation to build cooperation and consensus towards decisions.</p>

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Consulting	<p>Conveys technical information to clients and promotes understanding of relevant issues.</p> <p>Offers suggestions to resolve problems or issues.</p> <p>Determines client needs and effectively communicates back to technical experts.</p> <p>Acts as technical resource to others within work specialty.</p>	<p>Works collaboratively with customer to identify issues and alternative solutions.</p> <p>Conducts research, identifies relevant tools, seeks expertise of others to resolve problem.</p> <p>Seeks feedback and/or evaluates project or service to determine if customer needs were met.</p>	<p>Regularly provides expertise and counsel to internal/external customers.</p> <p>Analyzes and incorporates market and industry trends and best practices in areas of technology.</p> <p>Advises decision -makers regarding impact of such on long-range strategic goals.</p> <p>Understands relationships and dynamics of information technology on the organization and its service delivery.</p>
Customer Service	<p>Demonstrates ownership of customer issues.</p> <p>Accessible to the customer and provides prompt, attentive service. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Prepares work orders on work that needs to be done.</i> <p>Understands customer needs and independently seeks solutions.</p>	<p>Develops relationships/partnerships with customer by responding to needs and exhibits a sense of urgency. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Provides help desk for users</i> • <i>Checks phone and e-mail messages</i> <p>Independently identifies options, develops solutions and takes action when responding to customer needs. <i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Answers phone calls and responds to requests for assistance via phone, when possible and in person when necessary</i> <p>Assesses/checks with customer to ensure solution meets need.</p>	<p>Proactively seeks to provide customer satisfaction.</p> <p>Looks for ways for self and others to optimize service delivery and meet customer needs.</p> <p>Develops creative solutions to respond to service needs.</p> <p>Identifies ways to streamline processes and link resources for efficient and effective customer service.</p>

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Organizational Awareness	<p>Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit.</p> <p>Understands the basic mission of the organization and work unit. <i>Example:</i></p> <ul style="list-style-type: none"> <i>Is familiar with particular needs of departments within the organization</i> <p>Recognizes how work units work together.</p>	<p>Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization.</p> <p>Understands how individual decisions impact the achievement of the organization's goals. <i>Example:</i></p> <ul style="list-style-type: none"> <i>Prepares list of equipment needed each year and provide cost estimates</i> <p>Understands the formal as well as informal relationships within the organization.</p>	<p>Considers the impact of work products, outcomes, organizational changes on other parts of the organization.</p> <p>Communicates goals, mission and priorities of the organization when interacting with others.</p> <p>Identifies changing organizational needs and adapts service delivery accordingly. <i>Example:</i></p> <ul style="list-style-type: none"> <i>Creates and updates organizational network map.</i> <p>Able to describe the services provided by the work unit.</p> <p>Identifies the functions and relationship of work units to each other.</p>
Planning & Organizing	<p>Works independently on assigned tasks with general supervision.</p> <p>Organizes and sets own work schedule and monitors progress against defined parameters by following detailed procedures.</p> <p>Understands objectives and priorities related to activities and tasks.</p>	<p>Assesses project/assignment requirements, establish work standards, standard processes and references and provide input to management.</p> <p>Manages time to accomplish complex tasks within established timeframes. <i>Example:</i></p> <ul style="list-style-type: none"> <i>Prioritizes daily work requests</i> <i>Schedules day around most urgent needs</i> 	<p>Identifies critical activities and tasks needed to complete work.</p> <p>Creates ad hoc work groups to analyze problems, seek solutions and communicate solutions effectively.</p> <p>Develops timelines for project or task completion.</p> <p>Plans for appropriate allocation of time/work assignments</p>

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	Recognizes and obtains required equipment and/or materials that are needed to do the job.	<p>Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate.</p> <p>Devises alternative solutions when obstacles or problems arise.</p> <p>Identifies and secures equipment, materials, and/or training needed to perform tasks.</p>	<p>(incumbent and others) for completing tasks and projects to avoid scheduling conflicts.</p> <p>Ensures that required equipment, material and/or training are available for self and others.</p>
Technical Support	<p>Integrates and coordinates elements of technology support area.</p> <p>Implements standard diagnostics, uses available tools in resolution actions after determining problem</p> <p>Seeks relevant information from client in order to describe problems for technical support, if necessary.</p>	<p>Identify trends and reoccurring operational problems requiring in-depth analysis. Documents solutions for future reference.</p> <p>Integrates knowledge and skills from a range of technologies to address work assignments.</p>	<p>Develops solutions that address the origin of the problem thus eliminating recurrence.</p> <p>Detect trends and cause-effect relationships.</p> <p>Demonstrates knowledge of other technology areas and integrates into the development of solutions.</p> <p>Make suggestions for technical modifications to prevent future problems.</p> <p>Develops and implements information technology solutions to enhance organizational success.</p>
Project Management	<p>Management of one component or module of an established project.</p> <p>Ensures timely completion of assigned tasks by adhering to time schedules and deadlines.</p>	<p>Manages projects of moderate complexity by establishing project plan, timelines and milestones.</p> <p>Solves problems that arise during project completion. Manages daily workload in conjunction with project objectives.</p>	<p>Manages complex projects with far reaching impact; manages multiple complex projects at one time.</p> <p>Collaborates with others to avoid or overcome problems and obstacles.</p>

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		<p>Works with and manages those assigned to project team (supervisory relationship may or may not exist).</p> <p>Periodically reviews project resources and ensures resources are used appropriately.</p> <p>Negotiates new or revised project timelines and/or outcomes.</p> <p>Evaluates successful and unsuccessful outcomes and implications of each.</p>	<p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Works with Safety Coordinator and Division Director on security related requirements to ensure compliance.</i> <p>Directs the work of others with some latitude on actions and decisions.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Supervises telecommunications and related work.</i> • <i>Prepares work plans and maintains current job descriptions.</i> • <i>Maintains timesheets on staff.</i> • <i>Observes employees to assure safety policies are adhered to.</i> <p>Solicits and incorporates input and support from project sponsor.</p> <p>Leads implementation efforts to project completion.</p>
Teamwork	<p>Serves as a productive team member.</p> <p>Actively contributes to team: offers suggestions, opinions, and information.</p> <p>Considers ideas of other team members; supports team</p>	<p>Encourages input from team members.</p> <p>Understands the dynamics of teams. Values and uses individual differences and talents of team members.</p>	<p>Integrates teamwork philosophy into program development and strategic planning.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Assists Plant Engineer in design of cable TV system</i> • <i>Fills in for Plant Engineer when s/he is away.</i>

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	<p>decisions.</p> <p>Accepts responsibility for actions.</p>	<p>Identifies barriers and resources to achieve team goals.</p> <p>Constructively resolves conflict between team members or with other teams.</p>	<p>Leads team efforts and assesses the skills and strengths of individuals on the team.</p> <p>Proactively models commitment of team decision-making processes.</p>
Technical Solution Development	<p>Demonstrates an understanding of and assesses available technologies that impact the department and recommends solutions to moderately complex problems.</p> <p>Performs a variety of recurring and related tasks or functions utilizing established processes.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Helps staff on cable installations</i> • <i>Helps run conduit for data and telephone cables and fiber cables in duct bank.</i> 	<p>Applies technical knowledge to moderately complex to complex technologies that impact the department's infrastructure and recommends solutions.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Performs system hardware and software maintenance repairs.</i> • <i>Performs LAN switch and firewall installation and administration.</i> • <i>Installs new computers and printer equipment and configures for use on the network.</i> • <i>Installs software and configures workstations for specific user needs including drive mappings.</i> • <i>Installs servers and network switches.</i> • <i>Installs data ports for data logger.</i> • <i>Secures data from departing user accounts and confers with managers before assigning the data to user.</i> 	<p>Applies and interprets technical knowledge to develop solutions to resolve unique or highly complex situations.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Researches network hardware infrastructure requirements and software practices and procedures.</i> • <i>Provide justification for IT related expenditures and authorizes purchases.</i> <p>Demonstrates a comprehensive understanding of principles, theories, and practices pertinent to the organization.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Works with managers to set computer use guidelines and policies.</i> <p>Serves as the technical expert within the work group.</p> <p>Directs and coaches others regarding application and interpretation of technical issues.</p>

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		<ul style="list-style-type: none"> • <i>Create Novell, e-mail, and calendar accounts for new members and deletes accounts for departing members.</i> • <i>Assigns access rights to new user accounts.</i> • <i>Resets passwords.</i> • <i>Assures PM is carried out on fire alarms, exit, and emergency lights.</i> • <i>Installs and maintain new fax machines.</i> • <i>Installs and administers Microsoft Server.</i> • <i>Orders computers, printers, and other IT related equipment.</i> <p>Demonstrates an understanding of the general principles and practices associated with the work performed. <i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Project consultant for on campus and off campus projects.</i> • <i>Responds to technical support questions and provides explanations and supporting documents.</i> • <i>Provides user training as needed, either in person, over the phone, or in written format.</i> 	<p>Investigates, researches, and integrates new technologies to improve performance.</p>

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		<p>Analyzes problems and determines course of action to resolve issues. <i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Rebuilds workstation when necessary, installing operating system, applications, configure for the network including OS updates, Novell client.</i> • <i>Coordinates with vendor technical support as needed when vendor specific assistance is required (especially adaptive software).</i> <p>Solves unusual problems requiring the application of non-standardized and changing data.</p>	

Minimum Training and Experience:

Graduation from a four-year college or university with a major in electronics, telecommunications, engineering, or a closely related field. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.